

Someone not wearing a mask?

THINK F.A.S.T.

Be Friendly- "Welcome to Vanderbilt" or "Good morning!"

Apologize for the inconvenience - "I'm sorry to bother you."

Share the reason & policy - "To protect our patients, staff, and visitors, we all are required to wear face coverings over our nose and mouth."

Thank them - "Thank you and I hope you have a good day."

Search "Masks" on the Learning Exchange to watch a demonstration video and learn more.



MASK

ZONE

Mask everywhere.
Because we care.

Follow these tips to encourage the use of masks.

Identify yourself
Show respect
Say please and thank you
Explain why
Explain process
Apologize

Words to Use

Be friendly
Use a lower tone
Use a lower volume
Use a slower speed

Tone of Voice

Keep facial expressions friendly
Keep hands and arms open
Stand or sit at eye level

Body Language

Stay calm
Focus on the other person
Allow them time to vent
Listen actively

Actions